**What?**

—What happened?

—What did you observe?

—What issue is being addressed or population is being served?

**So What?**

—Did you learn a new skill or clarify an interest?

—Did you hear, smell, or feel anything that surprised you?

—How is your experience different from what you expected?

—What impacts the way you view the situation/experience? (What lens are you viewing from?)

—What did you like/dislike about the experience?

—What did you learn about the people/community?

—What are some of the pressing needs/issues in the community?

—How does this project address those needs?

**Now What?**

—What seem to be the root causes of the issue addressed?

—What other work is currently happening to address the issue?

—What learning occurred for you in this experience?

—How can you apply this learning?

—What would you like to learn more about, related to this project or issue?

—What follow-up is needed to address any challenges or difficulties?

—What information can you share with your peers or the community?

—If you could do the project again, what would you do differently?